



# DIFP

Department of Insurance, Financial  
Institutions & Professional Registration



## CAREER OPPORTUNITY

### Consumer Complaint Specialist I

This position is responsible for responding to inquiries and complaints about health insurance from consumers and reviewing claim and benefit handling to ensure health plan compliance with federal and state laws and regulations.

Screening to begin on October 16, 2015

**\$34,944 Annually**

Salary commensurate with relevant qualifications

**Full-Time Position**

**Located in Jefferson City, Missouri**

### Position Details

Position is responsible for reviewing consumer complaints as to health coverage from both insurance companies and self-insured employer groups, and corresponding with company officials to communicate areas of non-compliance or deficiencies in coverage or claims handling. Advocates on behalf of the consumer as to issues of coverage or claims denial. Assists consumers in filing first and/or second level grievances with the health plan. In addition, the position reviews medical records and information and prepares consumer files for external review by an Independent Review Organization (IRO).

### Qualifications

Graduation from an accredited four-year college or university with specialization in insurance, risk management, business or public administration, social sciences or closely related areas OR four years of professional or technical experience in insurance, investigations or public relations, of which two years must have been in one or more of the areas listed below; and possession of a high school diploma or a GED certificate.

#### Qualifying Experience:

1. Health insurance underwriting, contract development, agency management, sales, or in processing health insurance claims in a hospital, medical office, insurance company or closely related health insurance experience.
2. Insurance complaint investigations, civil or criminal investigations, or comparable investigatory experience.
3. Processing consumer complaints in a public or private setting.
4. Experience in an insurance regulatory agency which involved interpretation, application and/or enforcement of statutes and regulations.

### Why DIFP?

Work that matters

Utilizes cutting-edge technology

3 weeks of paid vacation

3 weeks of paid sick leave

Affordable health insurance with wellness incentives

Retirement plan

Tuition reimbursement

Training and continuing education provided to employees

### Interested in Applying?

Email a completed application form found at [www.difp.mo.gov/jobs](http://www.difp.mo.gov/jobs), your resume, and copy of your college transcripts to [lisa.schuster@difp.mo.gov](mailto:lisa.schuster@difp.mo.gov) or mail the information to:

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